



DOMESTIC VIOLENCE SHELTER PROGRAM SERVICE PLAN FISCAL YEAR 2003-2004

A. BACKGROUND/EXPERIENCE

Please provide an explanation if the answers to any of these four questions are "Yes." (If "Yes", attach relevant letters or documents as a separate attachment)

1. Has the organization's nonprofit status changed?

_____ Yes

___X___ No

2. Has the organization failed or refused to complete a contract during the past year?

_____ Yes

___X___ No

3. Is the organization currently involved in any litigation in connection with a contract?

_____ Yes

___X___ No

4. Is the organization currently delinquent in paying its State/Federal payroll taxes?

___X___ Yes

_____ No

Describe (if "Yes"):

Under separate cover

B. SHELTER DESCRIPTION

1. What is the maximum number of beds available at the shelter? **42 beds – San Bernardino 32 beds and Fontana 10 beds**
2. Describe the location of and services provided at the shelter facility:
Locations in San Bernardino and Fontana provide Temporary Crisis Intervention Shelter; average length of stay is 60 days; mandatory-80-hour Resident In-House Program; basic necessities provided.

San Bernardino Shelter has a room that is handicap accessible.

3. How long has the agency's shelter program existed?
25 years, 9 months

C. OUTREACH CENTER DESCRIPTION

1. Describe your agency's outreach/drop-in center (including location):

Located at 688 N. Arrowhead Ave., downtown San Bernardino; on bus route; one block east of Police Dept; centrally located to shelter, Children Services Program, Courthouse Outreach and numerous government and Social Service Agencies.

2. Describe the services provided at outreach/drop-in center:

Quarterly Family/Domestic Violence trainings; support groups four times a week (3 English, 1 Spanish); Teen Dating Violence Prevention Workshops, Legal Advocacy; information; resources; referrals.

3. Please indicate hours of operation for your agency's outreach/drop-in center on the chart below:

Day of the Week	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Availability (Ex: 8 a.m. to 5 p.m.)		8am to 8 pm	8am to 8pm	8am to 5pm	8am to 5 pm	8 am to 5 pm	

* Open to 8 pm for support groups

D. PROGRAM SERVICES AND SERVICE DELIVERY TARGETS

1. Indicate the number of adults and children you will be able to serve in the shelter during the contract year.

Adults: 200

Children: 325

2. Project the number of hours clients will receive in services during a contract year.

Client hours 71,400

Shelter Hours 280,000

3. Which of the following services will be provided to victims of Domestic Violence during the contract year? (Provide a detailed description of these services)

- a. Intake and admission to the shelter on a 7 day per week, 24 hours per day basis.

x Yes

No

Describe:

Intake is conducted over the telephone; basic information such as: name, location, number of children, ages, gender, etc., is obtained after the caller has informed staff of situation and space is available in the facility; caller must inform staff if a police report was taken or not; physical condition of self and children, alleged perpetrator whereabouts/hangouts, history of abuse, substance abuse (if any); staff explains basic house rules and expectations, provides an overview of the program to the caller arrangements are made for transportation if none available, or it is explained when caller is ready to come for her to call and directions will be given.

- b. A crisis hotline 7 days per week, 24 hours per day. Identify if program staff or trained volunteers will operate the crisis hotline?

 x Yes

 No

Describe:

24-hour hotline is “manned” by trained staff and volunteers; staff can and will talk with a caller if that is what the caller wants; staff offers options and alternatives and information and referrals as necessary; staff is required to provide callers seeking or needing referrals a minimum of three referrals in the geographic area they are seeking service in; if caller is without funds to make calls, staff must call on behalf of the caller if they are seeking domestic violence services; all incoming calls are documented as to gender of caller, name if given, location, time and date; nature of call and results; staff initials are also required.

- c. Temporary housing and food facilities.

 X Yes

 No

Describe:

60-day Temporary Crisis Intervention Shelter services are offered on an a space available basis; extensions are granted given extenuating circumstances on a week by week basis per resident request which is reviewed and discussed by Shelter staff in conjunction with the Intervention Director. Basic needs are met; food, clothing, etc. There is a 6-week cyclical In-House Resident Program which is mandatory; sessions are designed to assist Resident in transitioning to an independent and productive lifestyle free of violence and abuse; session include: DV awareness and education, substance abuse, parenting (certificated), coping skills, budgeting, women health issues, anger management and more.

- d. Psychological support and peer counseling.

 X Yes

 No

Describe:

Domestic Violence Advocates, Shelter Workers, and CalWORKS Coordinators provide peer counseling to Residents per resident request; In-House Residents may sign up for sessions with the Domestic Violence Advocate on duty 9:00 am to 5:00 pm. All sessions are confidential and documented. Therapeutic counseling services are available on a referral basis to providers such as Family Service Agency, Caritas Counseling, Department of Behavioral Health, etc.

- e. Ensure school aged children continue their education during their stay in the shelter as required by the Education Code by making arrangements with schools, providing lunches and transportation as necessary, or taking other actions as required.

 x Yes

 No

Describe:

All shelter Residents with school age children are required to enroll their children in school within three days of entering the shelter program. Domestic Violence Advocates and Shelter staff ensure parents are in compliance. Food stuffs are provided for Mom to make lunch.

- f. Emergency transportation to the shelter and when appropriate, make arrangements with local enforcement agencies for assistance in providing such transportation.

 X Yes

 No

Describe:

Agency has a contract with the Yellow Cab Company and is generally used for pick-up of new residents. This service is also used to transport residents to medical appointments when absolutely necessary; agency also provides bus tokens when financial able; agency van provides transportation for children and youth.

- g. Refer residents to existing services in the community as appropriate, and follow-up on the outcome of such referrals.

 x Yes

 No

Describe:

During case management sessions, residents in need of referrals are provided with a minimum of three. Each referral given is documented in the client's case file. Residents are asked to provide proof of appointment and are asked what resulted from the referral. All communication is documented in the residents case file.

- h. Outreach/drop-in center to assist victims of domestic violence who have not yet made the decision to leave their homes, or who have found other shelter but who have a need for support services.

 x Yes

 No

Describe:

Domestic Violence Assistance Center is located at 688 N. Arrowhead Ave. in San Bernardino. Services available at the center are: Domestic Violence Advocacy; Legal Advocacy; Support Groups; Quarterly Family/Domestic Violence Training Class. The center is the agency's direct link to the community and is open five days a week.

E. OTHER DOMESTIC VIOLENCE SERVICES

1. Will the following services, to the extent possible and in conjunction with existing community resources, be provided or arranged for during the contract year? (Please explain any "No" answers)

a. Medical Care. x Yes No

b. Legal Assistance. x Yes No

c. Psychological Support. x Yes No

d. Information regarding re-education, marriage and family counseling, job counseling and training programs, housing referrals and other available social services.

 x Yes

 No

Describe (if "No"):

2. What criteria will victims of Domestic Violence be required to meet in order to be eligible for program services? Include criteria for both children and adults.

Must be in fear of her life or the lives of her children by mate (ex-mate, etc.); must be legally of age (Moms); no male children over 13 years of age; Mom must be able to care for self and children.

3. Specify conditions under which victims of Domestic Violence who otherwise appear to meet the criteria listed in #2 above may be refused services.

Proximity of residence with alleged abuser too close to Shelter facility and alleged abuser is not incarcerated; should this occur caller will be assisted by agency staff in relocation.

4. List all fees, assessments and all other cost, charges or expenses victims of Domestic Violence will be expected to pay to the program during their stay in the shelter.

There are no fees.

5. Provide information on the number of volunteers to be recruited and utilized in the program and the number of volunteer hours of service you expect to have donated to the program during the Contract year. Describe duties which volunteers will be assigned.

Approximately 50 volunteers will assist agency paid staff with clerical duties at the Courthouse outreach, Domestic Violence Assistance Center and In-House program.

6. What other services not previously described will be provided as a part of the Domestic Violence Program?

No new programs or services proposed at this time .

OPTION HOUSE, INC.
DOMESTIC VIOLENCE SHELTER PROGRAM BUDGET
July 1, 2003 – June 30, 2004

I. PROGRAM COSTS

List only those items of cost which are chargeable, in whole or part, to the program

A. Salaries and Benefits

	(1)	(2)	(3)
COST ITEM	TOTAL COST TO THE ORGANIZATION	% OF TOTAL COST CHARGED TO GRANT	COST CHARGED TO GRANT
1. Job Title: DV Advocate (2) part time			
Salary: \$12.00 per hour	\$19,968.00	75%	\$14,976.00
Benefits:	\$ 1,865.01	75%	\$ 1,398.76
2. Job Title: DV Advocate – Full Time			
Salary: \$12.00 per hour	\$24,960.00	48%	\$11,980.80
Benefits:	\$ 2,331.26	48%	\$ 1,119..01
3. Job Title: DV Advocate – Full Time			
Salary: \$12.00 per hour	\$24,960.00	35%	\$8,736.00
Benefits:	\$ 2,331.26	35%	\$ 815.94
4. Job Title:			
Salary:			
Benefits:			
5. Job Title:			
Salary:			
Benefits:			
SUBTOTALS			\$39,026.51

B. Operational Costs

	(1)	(2)	(3)	(4)
COST ITEM	TOTAL COST TO THE ORGANIZATION	% OF TOTAL COST CHARGED TO GRANT	COST CHARGED TO GRANT	
1. Shelter Utilities	\$1,473.49	100%	\$1,473.49	
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9. SUBTOTALS			\$1,473.49	
10. SUBTOTALS, (A) above			\$39,026.51	
11. TOTALS			\$40,500.00	

II INCOME TO SUPPORT THE PROGRAM

List cash income to the organization which is allocated in whole or part to support the proposed program

(1)	(2)	(3)	(4)
SOURCE OF INCOME	TOTAL RECEIVED BY ORGANIZATION	PERCENT TO THE PROGRAM	AMOUNT TO PROGRAM
1 Other Revenue	\$787,484.52	100%	\$787,484.52
2 Program Client Fees			
3 Presley	\$40,500.00	100%	\$40,500.00
4			
5			
6 Total *	\$827,984.52		\$827,984.52

III CASH/IN-KIND TO MEET REQUIRED MATCH

List all cash/in-kind income which will be used to provide the required 10% match.

Attach an explanation of how the value of each in-kind item was determined.

(1)	(2)
SOURCE OF CASH INCOME	AMOUNT NON-GOVERNMENTAL
1 East Valley United Way	\$ 4,050.00
2	
3	
4	
5	
6 TOTAL	\$ 4,050.00

(3)	(4)
SOURCE OF IN-KIND (NON-CASH) INCOME	VALUE
1	\$
2	
3	
4	
5	
6 TOTAL	\$